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**Scenario # 702: Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.**

***Scenario Description:***

Migrate an existing CLEC single line UNE loop/port combination customer to another CLEC UNE loop/port combination.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	X
Errors	X
Cancel	X
Directory Listing	X

---

**Scenario # 452:** A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

***Scenario Description:***

A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	
Errors	X
Cancel	
Directory Listing	X

---

***Scenario # 453: A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.***

***Scenario Description:***

A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	
Errors	X
Cancel	
Directory Listing	X

---

**Scenario # 454:** *An existing CLEC residential loop port combination customer requests a directory listing change.*

***Scenario Description:***

An existing CLEC residential loop port combination customer requests a directory listing change.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	
Errors	X
Cancel	
Directory Listing	X

---

**Scenario # 455:** *An existing CLEC business loop port combination customer requests a directory listing change.*

***Scenario Description:***

An existing CLEC business loop port combination customer requests a directory listing change.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	
Errors	X
Cancel	
Directory Listing	X

---

**Scenario # 456:** *An existing CLEC multi-line business customer requests an additional directory listing.*

**Scenario Description:**

An existing CLEC multi-line business customer requests an additional directory listing.

**Network Configuration:**

**Scenario Summary:**

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

**Scenario Characteristics:**

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

**Test Case Requirements:**

Supplement	
Errors	X
Cancel	
Directory Listing	X

---

**Scenario # 457:** A CLEC customer with LNP orders a directory listing.

**Scenario Description:**

A CLEC customer with LNP orders a directory listing.

**Network Configuration:**

**Scenario Summary:**

REQTYPE	J
ACT TYPE	A
Partial Migration	
Flow-Through	X

**Scenario Characteristics:**

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

**Test Case Requirements:**

Supplement	
Errors	
Cancel	
Directory Listing	X

---

**Scenario # 458: A CLEC customer with LNP deletes its directory listing.**

***Scenario Description:***

A CLEC customer with LNP deletes its directory listing.

***Network Configuration:***

***Scenario Summary:***

REQTYPE	J
ACT TYPE	D
Partial Migration	
Flow-Through	X

***Scenario Characteristics:***

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

***Test Case Requirements:***

Supplement	
Errors	
Cancel	
Directory Listing	X



## **Appendix B-5**

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## **Appendix B5: M & R Scenarios**

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## Maintenance & Repair Scenarios

### A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

Category	Description
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

*Figure B5-I: Maintenance & Repair Scenario Coverage*

#### 1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

Product
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
2-Wire ISDN Loops
4-Wire DS-1 Loops
Analog Port
2-Wire Analog Loop-Port Combination
Loop-Dedicated Interoffice Transport Combination
Simple Resale
Synchronet

*Figure B5-II: Products to be Tested for Maintenance & Repair*

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## 2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

*Figure B5-III: M&R Trouble Types*

## 3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

## 4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

### ***B. Test Case Definition (Secondary Requirements)***

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

**Note:** TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

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**Note:** ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

### C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.	X				X						X			X
CLEC reports UNE SL2 analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.	X				X							X		X
CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
CLEC reports SL2 UNE DS1 digital loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.		X			X							X		X
CLEC reports UNE SL2 analog loop trouble to BST in response to CLEC business customer complaint that although they can originate or receive calls.	X				X						X			X
CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X							X		X
CLEC submits trouble report on an SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X					X			X
CLEC submits trouble report on UNE SL2 analog loop to BST in response to CLEC residential	X					X						X		X

customer's complaints of crosstalk.													
Deleted													
CLEC reports line failure to BST SL1 UNE DS1 digital loop.		X			X								
CLEC reports trouble on SL1 UNE digital loop to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X						X		X
CLEC reports trouble on SL2 UNE DS1 digital loop to BST on behalf of residential customer who cannot originate calls.		X			X						X		X
CLEC reports trouble on SL2 UNE digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X						X		X
CLEC reports trouble on SL1 UNE analog loop to BST on behalf of residential customer who cannot receive calls.	X				X						X		X
CLEC reports no dial tone on SL1 UNE analog loop to BST in response to CLEC business customer complaint.	X				X						X		X
Deleted													
Deleted													
CLEC reports trouble on UNE analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X						X	X	X
Deleted													
CLEC reports trouble on UNE analog loop - port	X				X						X	X	X

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Appendix B5- M&R Scenarios

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combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.														
CLEC submits trouble on 6 UNE DS1 digital loops to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.		X				X					X		X	X
CLEC reports trouble on UNE analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X					X						X	X	X
Deleted														
Deleted														
Deleted														
CLEC reports trouble on UNE analog loop - port combination to BST on behalf of CLEC business customer whose Three-Way Calling feature is not functioning properly.	X							X				X	X	
CLEC reports feature trouble on UNE DS1 digital loop to BST in response to CLEC residential customer complaint.		X						X				X	X	X
CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop - port combination.	X									X	X		X	
CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by 2 BST provided UNE analog loop - port combinations.	X									X		X	X	

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Appendix B5- M&R Scenarios



CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
Deleted														
CLEC reports customer cannot originate call on one SL2UNE DS1 digital loop to BST.		X				X					X			X
CLEC reports trouble on UNE ISDN BRI loop to BST on behalf of CLEC residential customer who cannot make or receive calls.		X				X						X		X
CLEC submits troubles NDT on UNE ISDN BRI loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X				X						X		X
CLEC reports trouble on three UNE ISDN-BRI loops to BST in response to CLEC business customer complaint that they cannot originate calls.		X				X					X			X
CLEC reports trouble on unbundled -UNE ISDN-BRI loop to BST on behalf of CLEC residential customer who cannot originate calls.		X				X						X		X
Deleted														
Deleted														

Deleted														
CLEC reports vertical feature trouble on -UNE ISDN-BRI port to BST for CLEC residential line.		X					X					X		X
Deleted														
CLEC reports trouble on ISDN BRI UNE loopin response to customer cannot receive calls		X				X						X		X
CLEC reports trouble on ISDN BRI UNE loopto BST in response to business customer's inability to receive or originate calls.		X				X						X		X X
CLEC submits trouble report on two UNE ISDN-BRI ports to BST in response to CLEC residential customer report of NDT.		X				X						X		X X
CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that calls cannot be originated on any line.		X				X						X		X X
Deleted														
CLEC reports trouble on UNE digital loop to BST in response to CLEC business customer's inability to receive incoming calls on their ADSL.		X				X						X		X X
Deleted														
CLEC reports to BST that features for CLEC business customer are not working properly due to UNE analog port.	X							X				X		X X
CLEC reports to BST that features for CLEC residential customer are not working properly due to UNE analog port.	X							X					X	X X

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Appendix B5- M&R Scenarios

CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided UNE analog port.	X									X		X	X	
CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.		X								X	X		X	
Deleted														
Deleted														
Deleted														
CLEC reports outage on UNE DS1 IOF loop combination to BST.		X			X						X			X
CLEC reports transmission problems on UNE DS1 IOF loop combination to BST.		X				X					X			X
CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
Deleted														
Deleted														
Deleted														
Deleted														

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Appendix B5- M&R Scenarios

Deleted														
Deleted														
CLEC reports trouble on resold Synchronet line to BST.				X					X		X			X
CLEC reports trouble on resale POTS line on behalf of CLEC business customer unable to receive calls.	X				X						X		X	
CLEC reports trouble on resale POTS line on behalf of CLEC residential customer unable to receive calls.	X				X							X	X	
Deleted														

Figure B5-IV: Maintenance & Repair Coverage Matrix

**Scenario # 601:** CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot receive or originate calls.

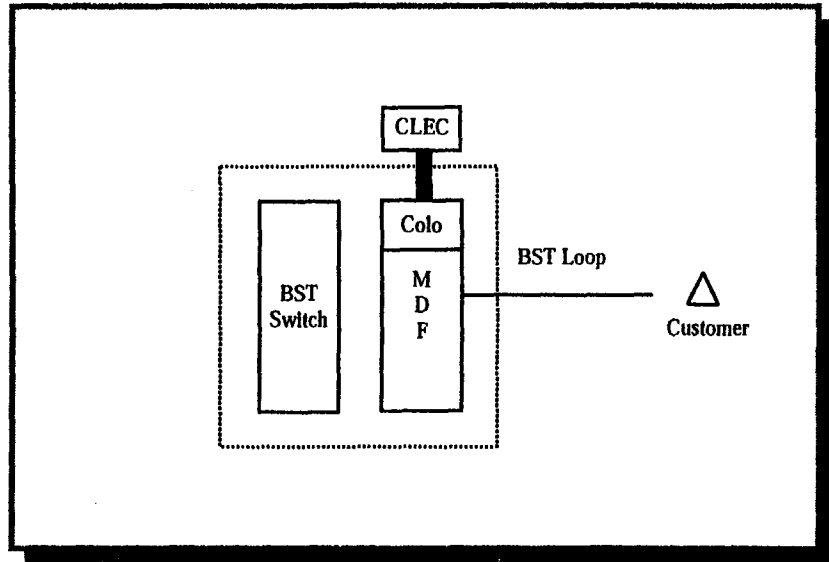
**Scenario Description:**

CLEC business customer with BST design UNE analog loop reports to CLEC that they cannot receive or originate calls on their line.

CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop circuit id.

After the trouble is reported, the customer calls back to inquire about trouble status.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

**Scenario # 602:** CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC residential customer who cannot originate or receive calls.

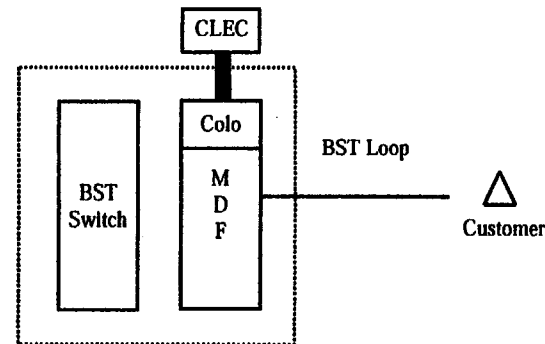
**Scenario Description:**

A CLEC residential customer reports to CLEC that they cannot receive or originate calls on their line. CLEC provisioned the service through BST supplied design UNE analog loop.

CLEC isolates trouble to analog loop and submits a trouble report to BST using loop circuit id.

Customer calls regarding later regarding trouble status.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	x	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

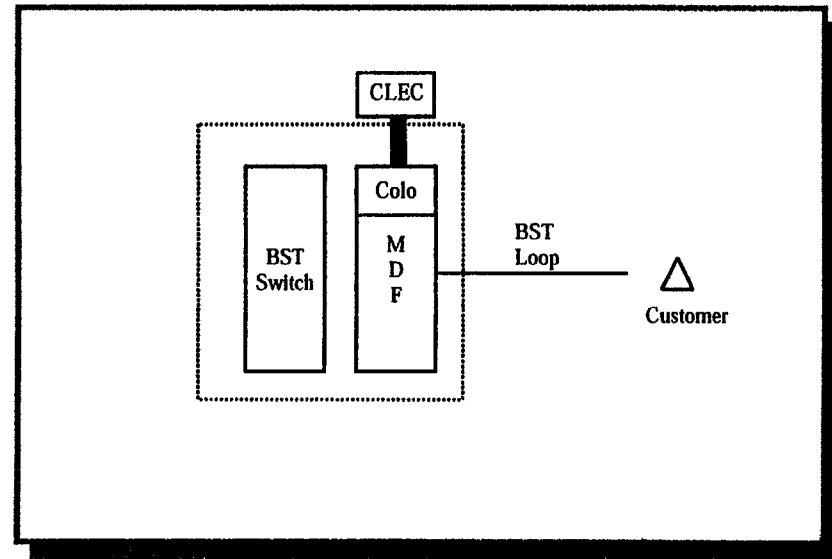
**Scenario # 603:** CLEC reports SL2 UNE analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.

**Scenario Description:**

A CLEC business customer with two BST supplied design UNE analog loop reports to CLEC that they cannot originate calls.

The CLEC isolates the trouble to BST analog loop and submits a trouble report using the loop circuit id.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

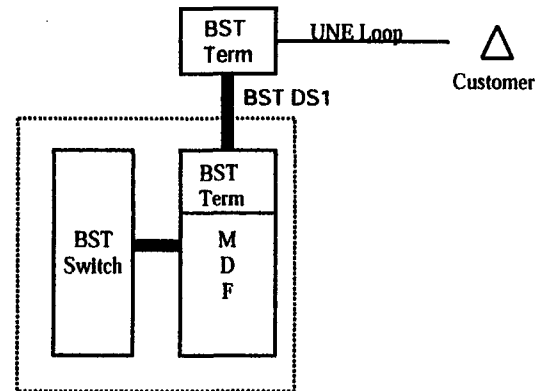
**Scenario # 604: CLEC reports SL2 DS1 UNE loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.**

**Scenario Description:**

**A CLEC residential customer with BST supplied design digital UNE loop reports that they cannot originate calls.**

## CLEC isolates the problem to BST loop and submits trouble report

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X



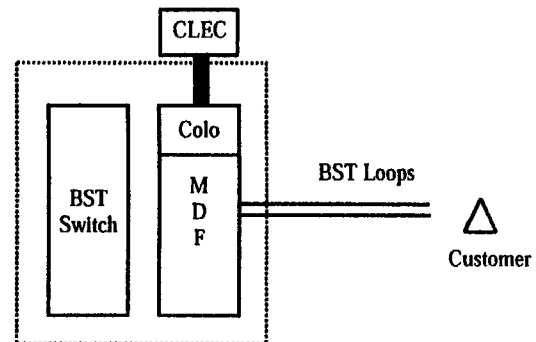
**Scenario # 605:** CLEC reports SL2 UNE analog loop trouble to BST in response CLEC business customer complaint that they cannot originate or receive calls.

**Scenario Description:**

A CLEC business customer with BST supplied design UNE analog loop reports that they cannot originate or receive calls.

CLEC isolates problem to BST analog loop and submits trouble report using the loop circuit id.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

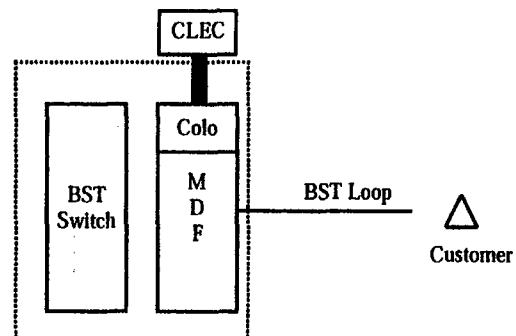
**Scenario # 606:** CLEC reports trouble on an SL2 UNE analog loop to BST on behalf of CLEC residential customer who cannot receive calls.

**Scenario Description:**

A CLEC residential customer with BST supplied design UNE analog loop reports that they cannot receive calls.

CLEC isolates to BST analog loop and creates a trouble ticket.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

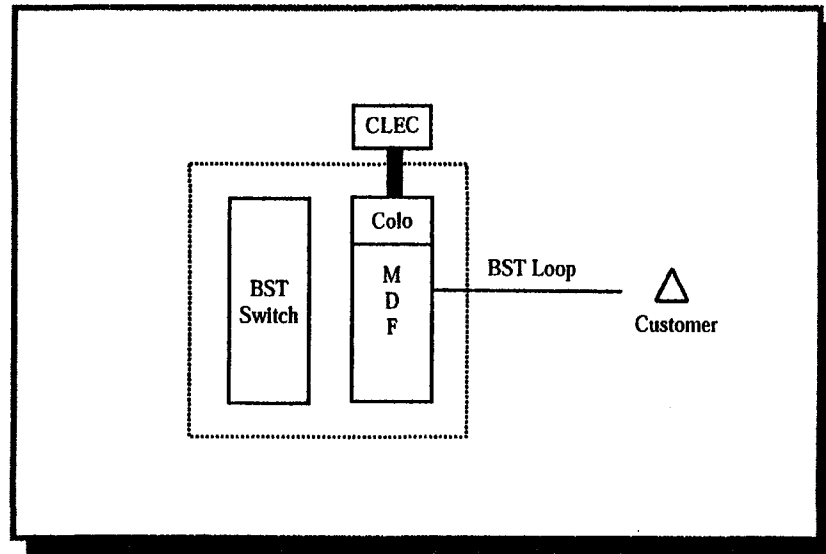
**Scenario # 607:** CLEC submits trouble report on SL2 UNE analog loop to BST on behalf of a CLEC business customer who complains about noise on the line.

**Scenario Description:**

A CLEC business customer with a BST provided design UNE analog loop complains about noisy line.

CLEC isolates to BST analog loop and creates a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

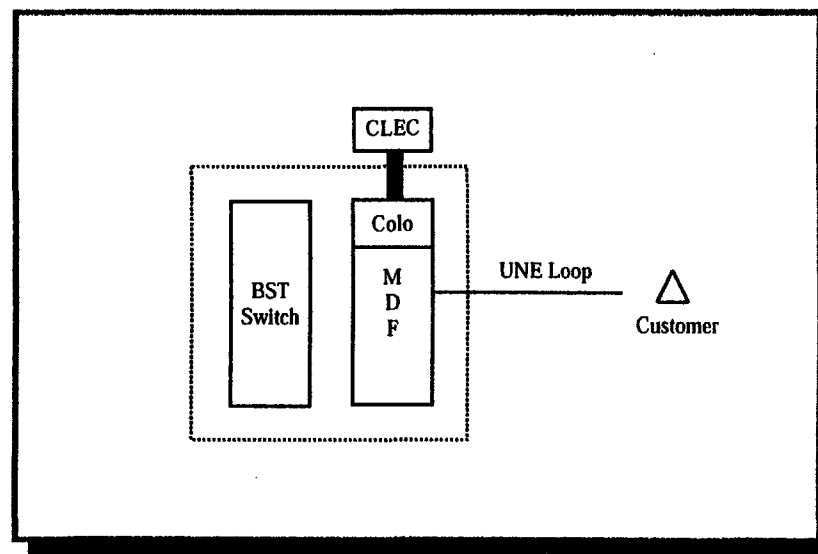
**Scenario # 608:** CLEC submits trouble report on SL2 UNE analog loop to BST in response to CLEC residential customer's complaints of cross talk.

**Scenario Description:**

A CLEC residential customer with BST provided design UNE analog loop complains about cross talk.

CLEC isolates to BST analog loop and creates a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

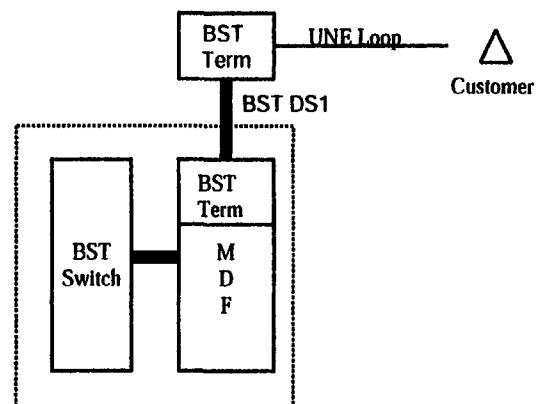
**Scenario # 610: CLEC reports line failure to BST on SL1 DS1 UNE loop.**

**Scenario Description:**

CLEC residential customer with BST provided UNE non-design UNE loop reports NDT.

CLEC issues test and isolates to the BST loop. CLEC creates trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

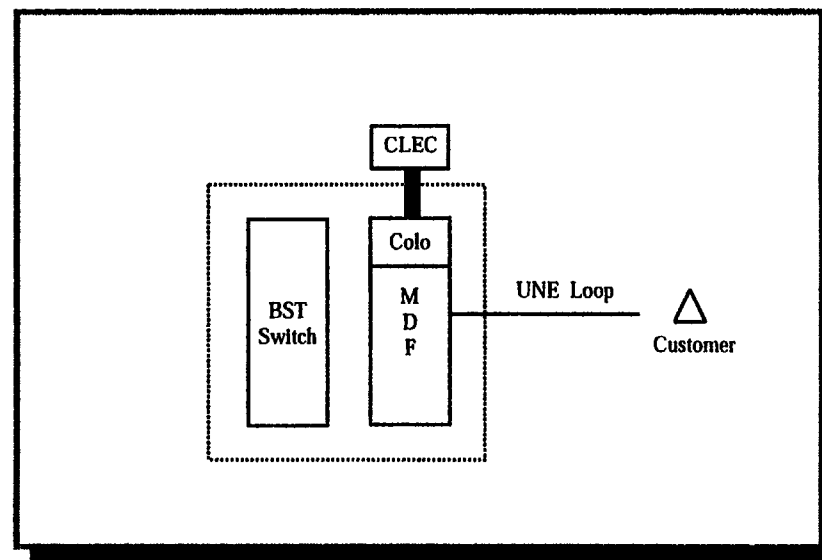
**Scenario # 611:** CLEC reports trouble on SL2 UNE loop to BST in regard to CLEC business customer complaint that they cannot originate calls.

**Scenario Description:**

Small CLEC business customer, served by CLEC switch and a design UNE loop, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

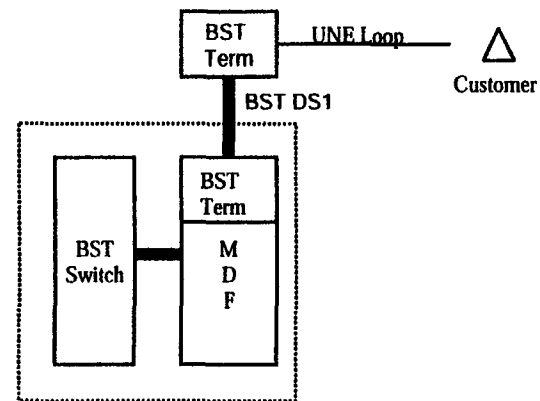
**Scenario # 612:** CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls.

**Scenario Description:**

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

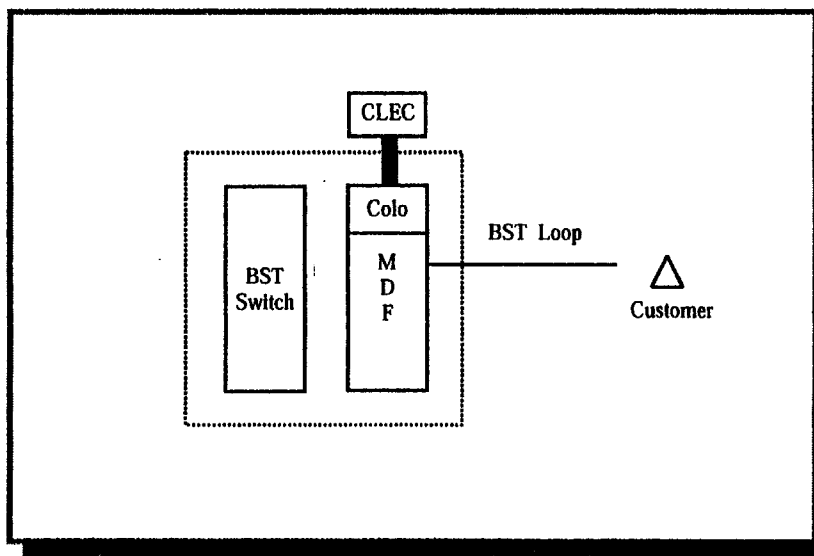
**Scenario # 613:** CLEC reports trouble on SL2 UNE analog loop to BST on behalf of small CLEC business customer who cannot receive calls.

**Scenario Description:**

Small CLEC business customer, served by CLEC switch and a BST designed UNE analog loop, cannot originate or receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X



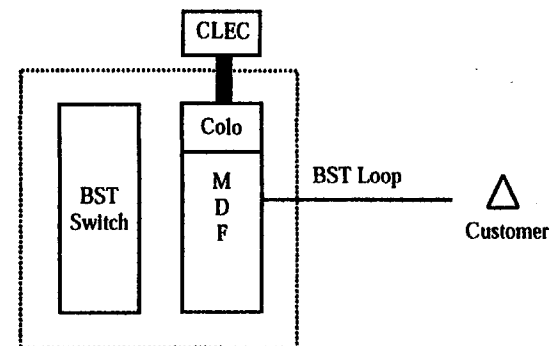
**Scenario # 614:** CLEC reports trouble on SL1 UNE analog loop to BST on behalf of residential customer who cannot receive calls.

**Scenario Description:**

CLEC residential customer, served by CLEC switch and BST provided non-design UNE analog loop, cannot receive calls.

CLEC issues test and isolates to the BST loop. CLEC submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

**Scenario # 615: CLEC reports No Dial Tone on SL1 UNE analog loop to BST in response to CLEC business customer complaint.**

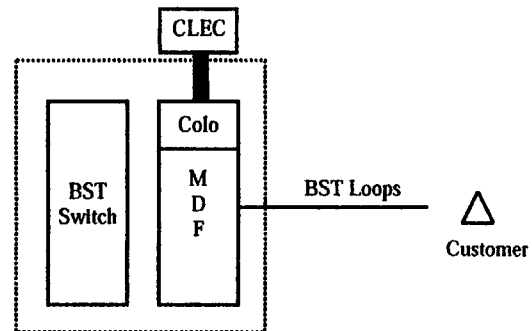
***Scenario Description:***

CLEC business customer with BST provided non-design UNE analog loop reports NDT.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report

CLEC cancels the trouble report before dispatch.

***Network Configuration:***



***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

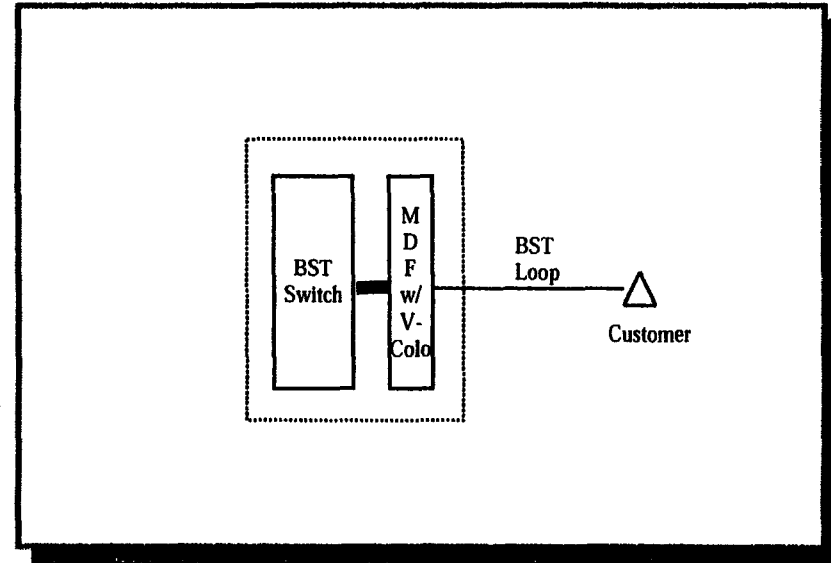
**Scenario # 618:** CLEC reports trouble on UNE analog loop/port combination to BellSouth on behalf of CLEC residential customer who cannot receive or originate calls.

**Scenario Description:**

CLEC residential customer with BST supplied UNE analog loop/port combination reports that they cannot receive or originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 620:** CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC residential customer complaint of inability to originate calls.

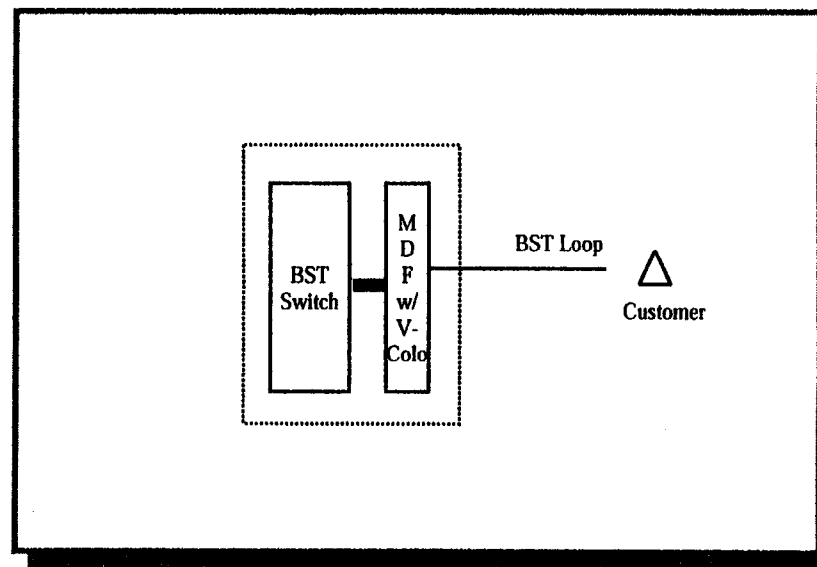
**Scenario Description:**

Recently after migration from BST, CLEC residential customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 621:** CLEC submits trouble on 6 DS1 UNE loops to BellSouth on behalf of CLEC business customer who cannot receive calls.

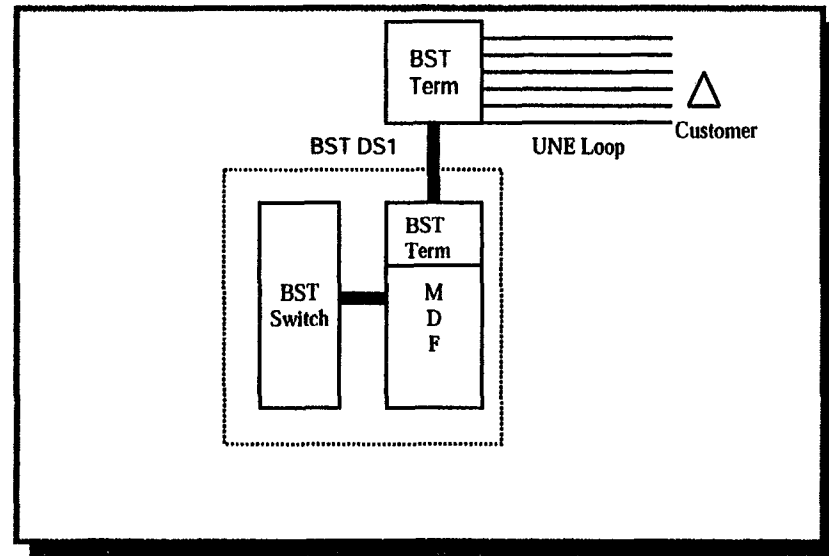
**Scenario Description:**

A CLEC business customer inability to originate calls on 6 BST provided UNE DS1 loops.

CLEC determines that problem is confined to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

**Scenario # 622:** CLEC reports trouble on UNE analog loop/port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.

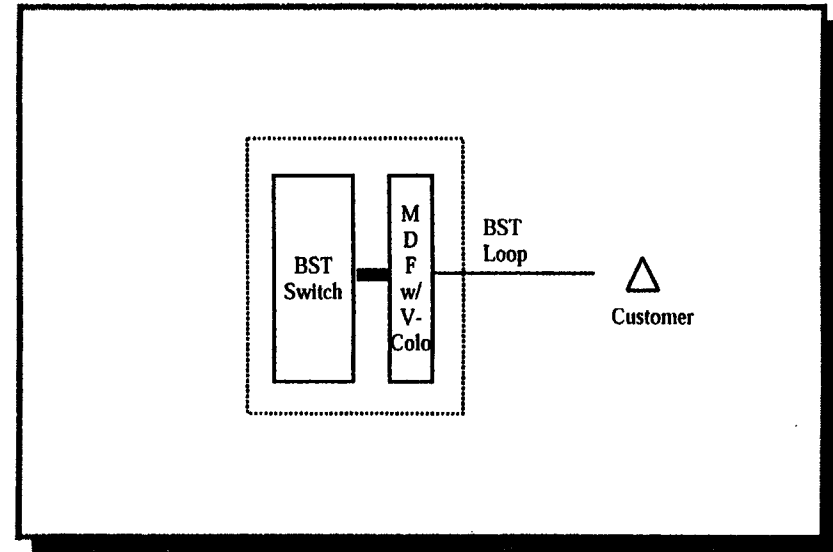
***Scenario Description:***

A CLEC residential customer with BST provided UNE analog loop/port combination cannot receive calls.

CLEC isolates to BST UNE port and submits trouble report.

Customer requests status from CLEC.

***Network Configuration:***



***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

***Scenario # 626: CLEC reports trouble on a UNE analog loop/port combination to BST in response to CLEC Business customer complaint of inability to originate calls.***

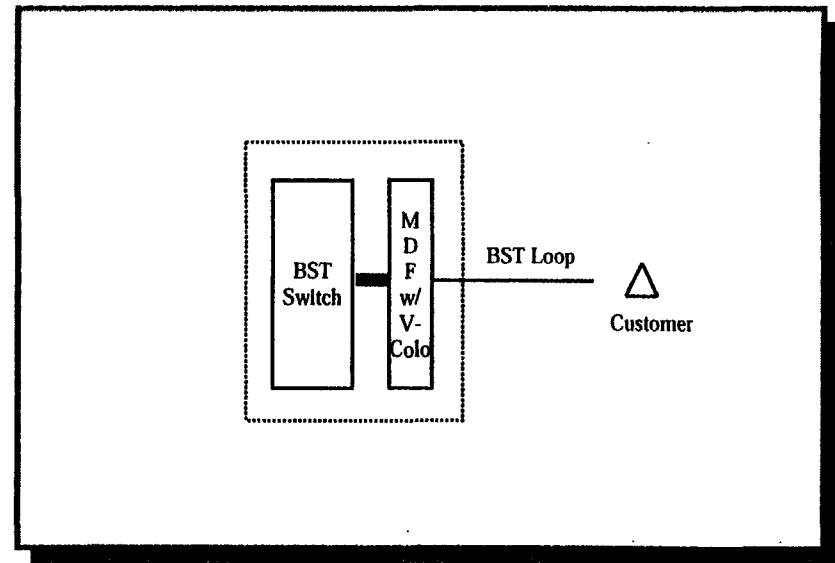
***Scenario Description:***

A CLEC Business customer with BST provided UNE analog loop/port combination cannot originate calls.

CLEC isolates to BST UNE loop and submits trouble report.

Customer requests status from CLEC.

***Network Configuration:***



***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	x	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	

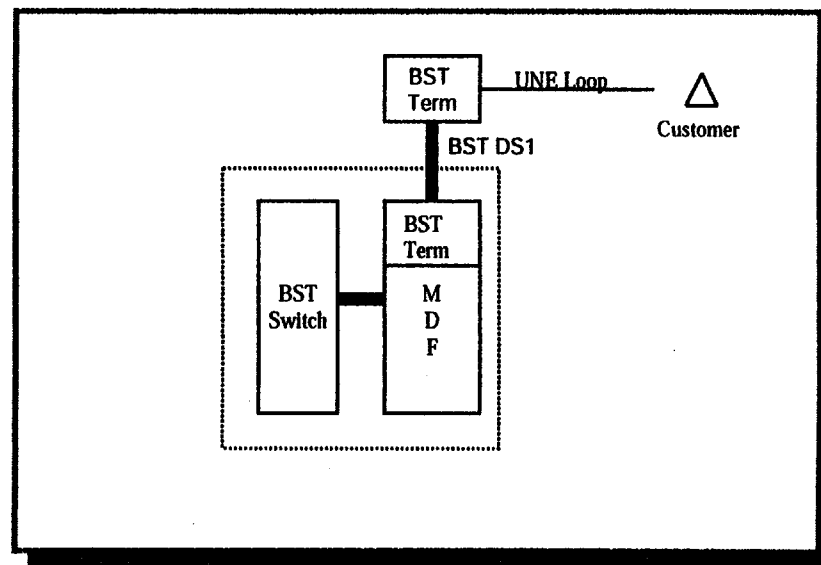
**Scenario #627:** CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls..

**Scenario Description:**

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X



**Scenario # 628:** CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided UNE analog loop/port combination.

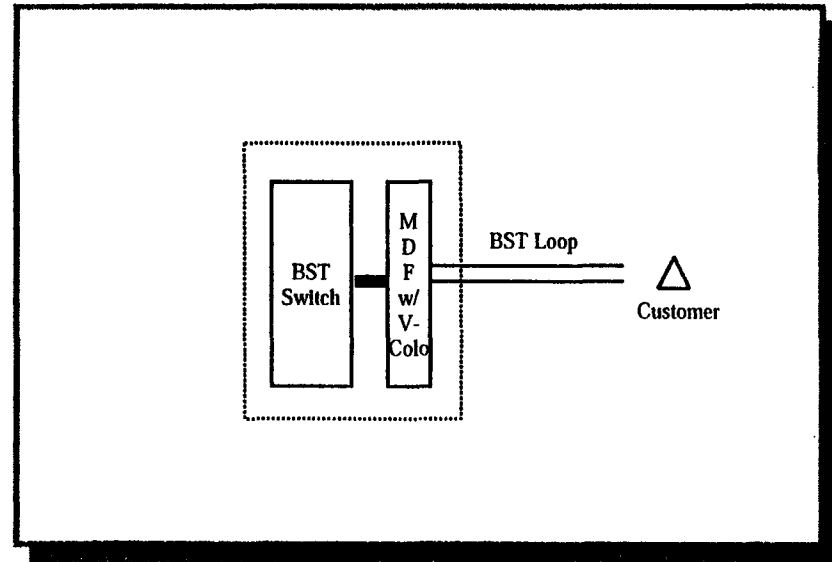
**Scenario Description:**

CLEC business customer with three BST UNE analog loop/port combinations claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

**Scenario # 629:** CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided UNE analog loop/port combination.

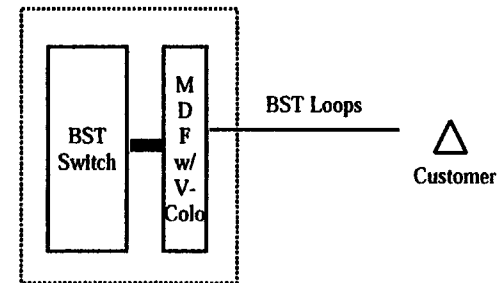
**Scenario Description:**

CLEC residential customer with BST provided UNE analog loop/port combination claims that they have been charged for a feature that they don't have on their line.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	x	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

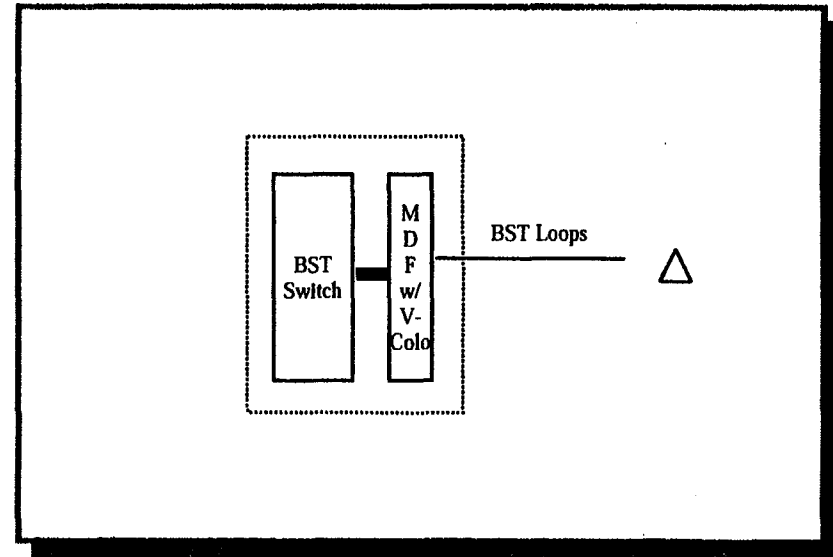
**Scenario #630:** CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided UNE analog loop/port combination.

**Scenario Description:**

Small CLEC business customer with BST provided UNE analog loop/port combination requests Trouble History Report for all lines.

CLEC will query BST system to obtain information.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

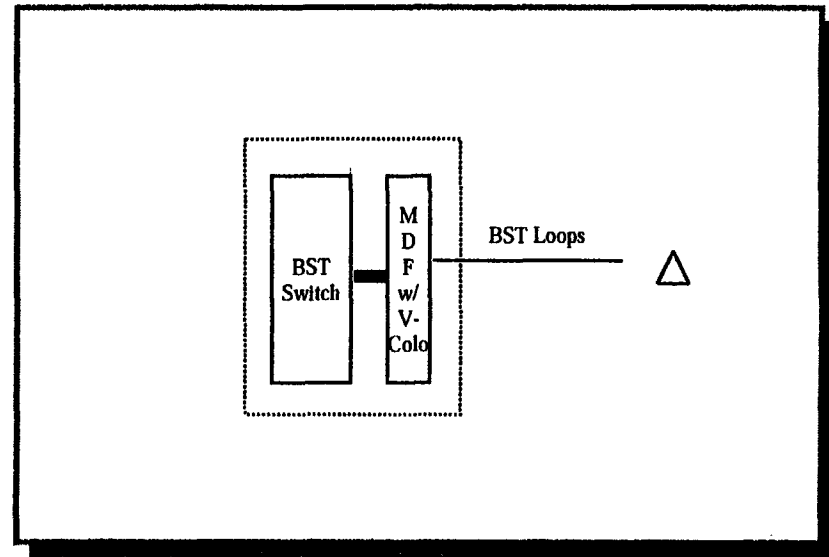
**Scenario #631:** CLEC reports 3Way Calling is inoperable on a UNE BST provided UNE analog loop/port combination.

**Scenario Description:**

CLEC residential customer with BST provided UNE analog loop/port combination reports 3Way Calling is not working.

CLEC isolates to BST port and submits trouble ticket.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
					X	

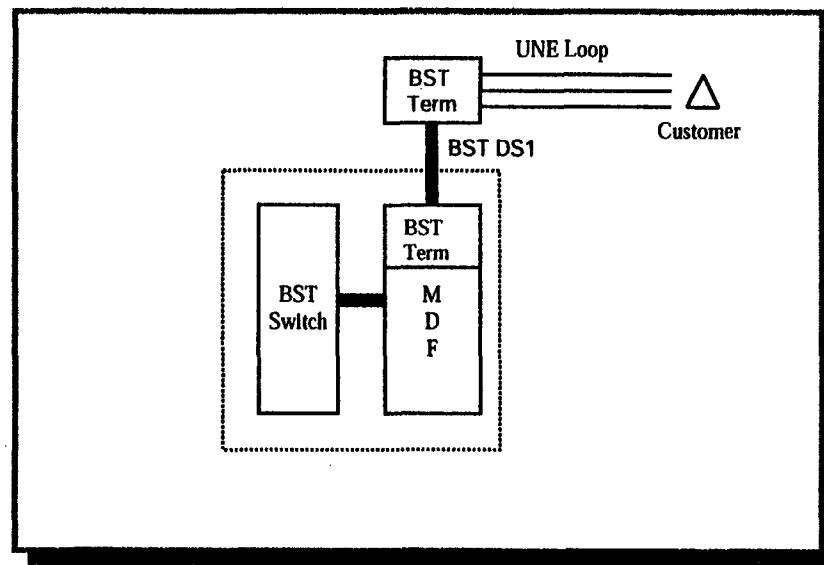
**Scenario # 633:** CLEC reports trouble on SL2 DS1 UNE loop to BST on behalf of residential customer who cannot originate calls.

**Scenario Description:**

CLEC residential customer, served by CLEC switch and BST design UNE loop, cannot originate calls.

CLEC issues test and isolates to the BST loop. CLEC submits a trouble report.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

**Scenario # 634:** CLEC reports trouble on ISDN-BRI UNE loop to BST on behalf of CLEC residential customer who cannot make or receive calls.

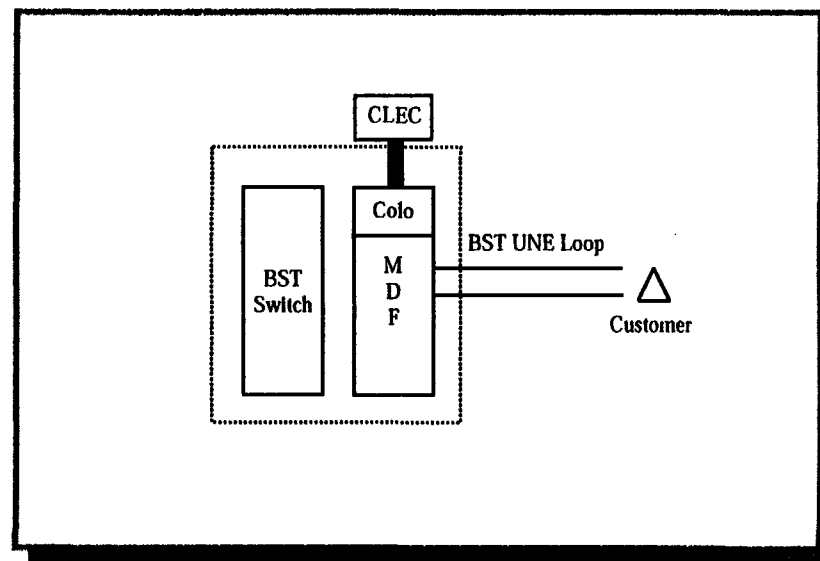
***Scenario Description:***

A CLEC residential customer with BST provided ISDN-BRI UNE loop reports that they cannot receive or make calls on their line.

CLEC determines that problem is confined to BST UNE loop and submits trouble.

Customer calls regarding trouble status.

***Network Configuration:***



***Requirements Addressed:***

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

***Scenario Characteristics:***

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

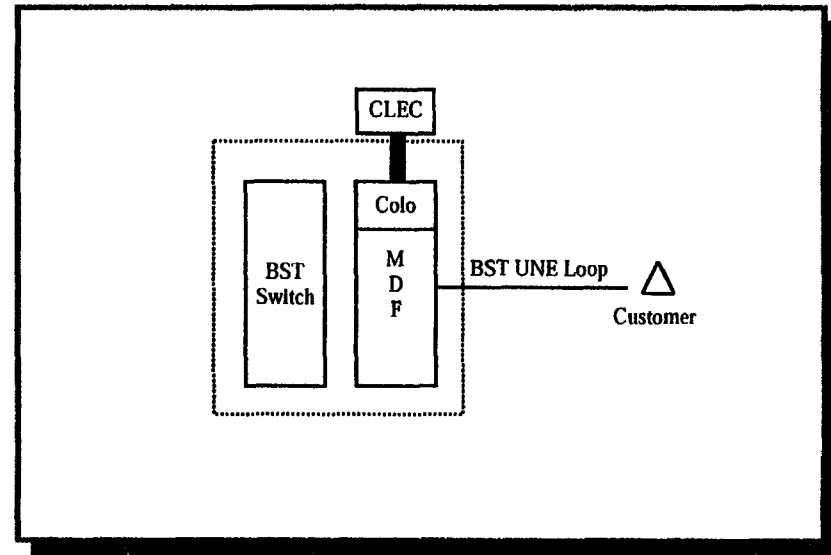
**Scenario # 635:** CLEC submits troubles NDT on UNE ISDN-BRI Loop to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.

**Scenario Description:**

A CLEC residential customer who is an on-call doctor with BST provided UNE ISDN-BRI loop reports NDT on their line. Because the doctor is on-call ticket requires emergency commitment.

CLEC determines that problem is confined to BST UNE port and submits trouble ticket into ECTA.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

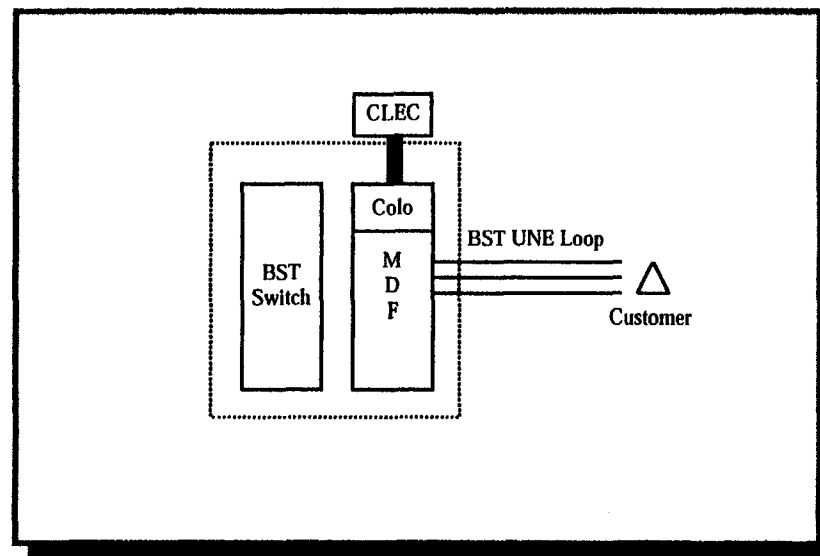
**Scenario # 636:** CLEC reports trouble on three ISDN-BRI UNE loops to BST in response to CLEC business customer complaint that they cannot originate calls.

**Scenario Description:**

A CLEC business customer with BST provided design UNE ISDN-BRI loops complains that they cannot originate calls on all three lines.

CLEC determines that problem is confined to BST UNE loops and submits trouble into ECTA system.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X



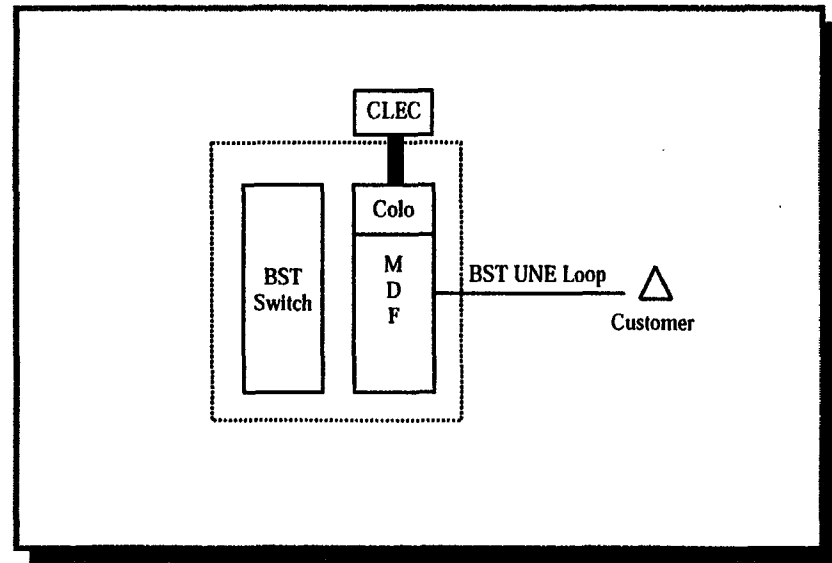
**Scenario # 637:** CLEC reports trouble on UNE ISDN-BRI Loop to BST on behalf of CLEC residential customer who cannot originate calls.

**Scenario Description:**

A CLEC residential customer with a BST provided UNE ISDN-BRI loop complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST UNE loop and submits trouble via the ECTA interface.

**Network Configuration:**



**Requirements Addressed:**

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

**Scenario Characteristics:**

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X